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BASC News and Views December 2011

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NEWS & VIEWS

Volume 9 Number 2 A Newsletter for BASC Employees and their Families December 2011

Executive Director's Corner

Let me start out by saying thank you for participating in the Employee Opinion Survey last month. We will have some results to share with you at the Return to Work session on January 18.

So why do we conduct this survey? This is an opportunity for you to tell us how you feel about working at BASC. Your opinions about working at BASC are very important to the overall success of our organization as well as the success of the College. We are a service organization so, as an organization, we are as good or bad as our people. To be successful as an organization, we need to ensure we have people (you) who can feel proud of what they do and that they have tools and processes that help them deliver the best possible service to the campus and our customers.

Remember our goal is to engage the campus and our customers. In order to engage our customers, BASC needs to be able to engage each of you. There are many, many great examples everyday of engaged BASC employees doing great things for the campus. Some

of them have been featured already in the Among the Tree TOPS stories. Our front page photo this issue shows Union Square employees (and Kelly) proudly wearing their BASC Breast Cancer Awareness shirts. We raised over \$700 with the shirt sales and had about 100 people participating! That is a great example of something that got many of us interested and engaged.

Engagement happens when something touches our hearts and minds. What engages you? How do we make that part of BASC everyday?

We will report back at the Return to Work session by sharing with you the data and statistics we collected in the survey. From there, we can all start to discuss what those data mean and what next



BASC employees supporting the race for a cure

steps we need to take to continue to enhance our organization and continue to make it one where great people can do great work.

Between now and January 18, we have lots of work to do as we race to the end of the fall semester and the holidays. Thanks in advance for your efforts over the next few weeks to provide our students and the campus with the BASC Touch!

Thanks again and best wishes to you and your families for a happy holiday season and a restful winter break!

Diane

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NEWS & VIEWS



Teresa Holupko is a full-time employee at TRAX, Eagle's Nest, and Café @ College Suites and has been with BASC for two years.

Hearing the number of locations where Teresa works gives an immediate indication that she lives the value of TEAMWORK. She loves being a part of the team which is why she eagerly takes on new challenges to help when needed. This flexibility allows for new places and faces as she gets to train new student employees and work with other coworkers.

She continuously strives to perform her best everyday and asks for constructive criticism along the way to ensure she's performing at her highest level possible (PASSION FOR EXCELLENCE).

Her favorite part of the day is

getting to personally know her customers and create trust by asking them questions about where they're from, the degree they are studying at the College, and their likes and dislikes

(ORGANIZATIONAL INTEGRITY). No matter who the person is, or where they're from, Teresa looks for the good qualities they have. Teresa says she loves to find the good in everyone she encounters and connects with them on some level. Even while visiting her at the Café @ College Suites one evening the students were shouting hello to Teresa as they passed by like they were long time friends.

Teresa moved to the United States from Italy when she was only four years old and she had to learn English in school as a little girl. She was immersed in the culture and learned quickly that no matter what

nationality you are, food brings people together. No wonder she loves working for BASC!

Teresa has two children, both in their twenties whom she enjoys spending time with. Outside of work she volunteers her time at the Italian American Club where she helps with fun events like Karaoke nights and the annual Italian Festival. She also volunteers at Lakeside's Sparkleberry Twig which raises money solely for the Lakeside Memorial hospital. They host events such as wine tastings and outdoor movies. Teresa loves volunteering because it's the perfect way to meet new people and get to know the people in your community. With Teresa's social qualities it's no wonder so many people from the campus community know and love her.

NEWS & VIEWS

Scholarships for Employees and Relatives

BASC is able to offer two generous scholarships that can help benefit a BASC employee, or a child/relative of an employee.

The **Sandra Mason** Scholarship is available to provide financial support for a child or relative of a current or former employee of BASC, including the College Bookstore and Parking and Transportation Services.

The BASC Employee Scholarship was established to recognize full-time, union, or part-time hourly

employees who don't have access to any other educational benefits to pursue higher educational opportunities at The College at Brockport or the MetroCenter. Scholarship awards are based on the availability of funds and are awarded on a first-come, first-award basis.

For more information on these scholarships including the application process and requirements go to www.basc1.org under the employees tab.

Halloween Contest Winners

Thanks to everyone who participated in our annual Halloween costume contest. As always, there were some really creative costumes. Congratulations to our winners:

Bakery:

1st - Linda Brooks
2nd - Sharon Woodley, Jessica Currier, Allison Robbins

Brockway:

1st - Denise Phillips, Nate Wirth, Alexis Dickover, Caitlyn Bartman, Lisa DiClemente, Sharon Sailer

Harrison:

1st - Katherine Barth, Danielle Hill

2nd - Sheree Francis, Staci Detorio
3rd - Pat Palermo

TRAX

1st - Shane Jakubec
2nd - Tasha Moyer
3rd - Sean Cook

Union Square:

1st - Kelly Pratt, Loreen Stetzel
2nd - Mary Lea Lotzow, Desta Walker
3rd - Kelsey Woods

Student Scholarships

BASC is excited to announce that we have money available again for student employee scholarships this year! Thanks to Barnes & Noble who has provided \$10,000 for the Barnes & Noble College Bookstore/ BASC Scholarship and Next Generation who has provided \$5,000 for the Next Generation/ BASC Scholarship, a total of \$15,000 is available for student scholarships.

These scholarships will be awarded through the Brockport Foundation and may be used for educational expenses at The College at Brockport as long as the student remains an employee of BASC.

BASC student employees who work in Administration, Dining Services, Bookstore, or Parking and Transportation Services and meet designated criteria are eligible to apply. Managers, full-time, and part-time employees may encourage those deserving students to apply and offer to provide them with a letter of reference.

More specific information, including the timeline for the application process, has been emailed to all student employees. You can also find information at www.basc1.org under the employee tab or contact **Betty Drennen** at x2497.

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Diane Dimitroff whose sister-in-law passed away in September.

Betty Drennen whose brother-in-law passed away in November.

Laurie Gurnett whose mother passed

away late October.

The family and friends of former BASC employee **Don Flaherty** who passed away late November.

Betty Sheffield on the loss of her brother-in-law.



Dining Services Safety

Spotlight

A Message from Director of Operations Gary Stevens

As many of you know our safety goals for Dining Services are twofold this year. Our first goal is to reduce qualifying accidents by 20 percent (less than 46). Year to date we have had 24 qualifying accidents up from 18 for the same time period last year. We still have six months to improve and meet our goal. The good news is we are on track to meet our second goal of having less than 38 lost time days.

Year to date we have zero lost time days. Employees who stay healthy at work receive a full paycheck and are able to take care of themselves and their family. Some employees don't realize that workmen's comp and/or disability doesn't make you financially whole (full paycheck).

During my work place training session back in August, I asked our full-time and part-time employees to pay special

attention in training our student employees and to scrutinize the tasks that student employees are performing that are susceptible to injury. I look forward to getting feedback from you at your unit's next staff meeting.

I am also pleased to report that our ServSafe inspections from the Monroe County Health Department indicated we are practicing excellent food safety procedures. Our January ServSafe training sessions, conducted by **Ken Bonczyk**, are scheduled for January 10, 11, and 12 for employees who are not certified and Thursday, January 5 for those scheduled to be recertified. Your unit manager will schedule employees who will be attending.

We are in the third session of our Safety Bingo educational program. We have been emphasizing prevention of burns, cuts and lacerations, and slips,

trips and falls. October 27 - December 21 focuses on preventing slips, trips and falls. Congratulations to our Safety Bingo winners.

Safety Report

Below is a breakdown of accidents since August 11, 2011: Cuts (6), Burns (10), Strains (2), Sprains (1), Contusion (2), Fall (2) = 23 total accidents.

Congratulations to our latest Safety BINGO winners: **Kristen Dempsey** (\$75), **Paul Brundage** (\$150), **Channon Stratton** (\$75), and **Lynn Lowery** (\$75)

Pin Recipients

The following BASC employees have recently earned pins for role modeling our core values of team, passion for excellence, organizational integrity and stewardship. Please join us in congratulating and thanking these individuals for their dedicated service. They all exemplified our BASC value of teamwork:

Peggy Turlington, Brockway

Theresa Herzog, Brockway

Jean Gilman, Brockway

Kaitlyn Gnage, Brockway

Inge Klier-Hinkley, Brockway

Save the Date!

Wednesday, January 18

is our Return to Work Meeting
for all employees.

More information will be distributed
in the next few weeks.

Santa's Coming!

Santa is busy making his list and checking it twice. He's looking forward to seeing all the BASC children and grandchildren at the annual Kids' Santa Party on Saturday, December 17. Festivities will take place at Brockway Dining Hall between 10 am and noon. Word has it that Santa may even be bringing an early gift for children ages 9 and under. But this party isn't just for kids. Santa wants to see all you adults, too. There'll be plenty of photo opportunities—not to mention cookies and milk for everyone.



Even if you don't have a child to bring to the party, come and enjoy the fun with your co-workers. For any questions contact head elf **Betty Drennen** at x2479.

Payroll Information

Please make sure that the address on your most recent paycheck is correct. Not only will the last two paychecks in December be mailed to that address, but your W-2 forms will too in January. To change the address on your paycheck, please complete a change of address form and return it to **Vern VanSkiver** in the BASC Accounting Office or call him at x5216.

TOPS Tip Update

This semester's fall employee contest, TOPS Tip, is in its home stretch with its ending date on Friday, December 9. Each week during the contest there has been a TOPS Tip of the Week centered around our BASC core values. Random team members are asked what the tip is each week by a member of the senior staff. When a team member knows the tip they score a point for their team. The teams with the most points are re-

ceiving BASC hoodies, with runner-up prizes being long-sleeve t-shirts, and honorable mentions will receive a short-sleeve t-shirt.

No honorable mentions here though, the teams have been neck and neck since the beginning of the contest! The teams and total points as of November are as follows:

- PTS/Bookstore/Bakery/Catering/Events - 4 points

- Brockway - 5 points
- Harrison 5 points
- Union Square/Kiosks - 5 points
- TRAX/Eagle's Nest/Café @ College Suites - 5 points
- Business Office/Administration - 5 points

Keep up the good work - we're almost there!

Seasons of Gratitude

This holiday season, The College at Brockport is supporting local families in need through the new Seasons of Gratitude campaign. This is an adaption of the former Holiday Helping Hand program. Seasons of Gratitude is open to all and welcomes individuals,

departments, clubs, organizations and residence halls to participate. BASC is going to participate with a canned food drive so we can build a Holiday Food Basket(s).

If you would like to participate please bring a nonperishable food

item and give it to your unit manager by Monday, December 5.

Thanks in advance for helping to make the holiday season a memorable one for those in need.

Around the Water Cooler



Administrative Announcements

Betty Drennen received a thank you card from the family adopted last year through the Holiday Helping Hand program thanking everyone at BASC for extending their generosity to their family.

Brockway Blurbs

Congratulations to student manager **Cait Bartman** who is the captain of the Women's Rugby team. She recently traveled to Dartmouth, NH to participate in the Ivy Rugby Conference Tournament.

Brockway would like to thank everyone for making the Board Game WOW a great success. The students really loved the food and decorations!

A big group of Brockway employees and their families went ice skating this fall. A lot of fun was had by all getting to know each other.

We are wishing **Diann Hughes** a speedy recovery and we hope to see her back at work soon.

Brockway would like to thank the Bakery team for being so flexible and helpful this semester.

Good luck to **Kaitlyn Gnage** and **Keisa Haas** who will be leaving us mid December. We will miss you ladies!

Brockway would like to welcome **Sharon Sailer** to the team.

Harrison Highlights

Congratulations to **Pat Palermo** on becoming a new grandmother.

Harrison would like to welcome new student manager **Julie Seemueller** to the team. Also we welcome **Kevin Derrane** to the culinary team.

Congratulations to **Tricia Miller** on her new home!

Congratulations to **McAllister King** and wife **Niki** on the birth of their daughter **Leighton Grace King** who was born October 9.



McAllister & Leighton Grace Kelly

Parking Pebbles

Happy birthday to **Samantha Seaman** and **Eugene Ferrera** who both had birthdays in November.

Best of luck to our graduates **Katie Donahue**, **Kelly Donahue**, **Julie Boerner**, **Mark Achtyl**, and **Stephen Sonnlitner**.

Good luck to **Danielle Russell** and **Samantha Seaman** who will be student teaching in the spring.

Mary McCormick will be studying abroad in Ireland shortly. Safe travels and good luck.

TRAX Tidbits

TRAX would like to welcome **Ashley Verhagen** and **Chase Soptelean** to the team.

Welcome back to **Rhonda Hurd**. We're glad to know your recovery from surgery went well.

Thanks to all of the employees who participated in the Halloween contest and congratulations to **Shane Jakubec** for receiving first place.

Congratulations to **Dominique Christopher** on her marriage to **Tyler Scaccia** this past September. Best of wishes to you both.



Dominique & Tyler

Union Square Scribbles

Union Square management would like to wish all employees a safe and happy holiday. Thank you for all of your hard work.

Union Square would like to send their condolences to **Laurie Gurnett** on the loss of her mother and to **Betty Sheffield** on the loss of her brother-in-law. Our thoughts and prayers are with you.

Larry Hueser would like to thank everyone who purchased a wrist band to benefit the Alex Lemonade Stand Foundation to fight childhood cancer. You can still donate to this cause by contacting Larry.

Laurie Magliocco is very excited to hear that her daughter **Lora** and husband **Rob** are expecting a baby in May.

Good luck to **Fran Menendez** who is awaiting the arrival of a new grandson.

Dan Robillard's son has found a job teaching in West Palm Beach, Florida. Guess where Dan will be during winter break!

Liz Morrow's son **Jake** was excited about his 10 point buck he shot this season.

Congratulations to **Erin VanDorn** who just received her driver's learners permit. Be careful out there Erin!

Connie Collin's son **Tim** made it home safely from Afganistan and is currently stationed in Fort Bliss, Texas. We're glad to hear he's home safe.

Gail Pfeffer is excited to be moving to a new house with her daughter and son-in-law. She has her own apartment inside the house and is loving it!

What's New in Dining?

This fall Dining Services has been working to implement some initiatives aligned to the five key strategies (value, culinary, wellness, facilities, and efficiency) outlined to achieve the overall dining vision. Remember the goal of the dining program is to meet the needs of the College community. We believe that a high level of customer satisfaction and participation will be evidence of a successful program and use those benchmarks to measure our success.

It's been a busy semester for Dining Services with the launch of several new programs: The Spoon self-serve cereal bar in Union Square Food Court, Garnishes' eXpress pick-up menus, and TRAX's pizza delivery pilot. The Spoon and eXpress catering menus are off to a good start, and the delivery pilot is currently being evaluated to determine if it will continue in the spring semester.

We also conducted our annual customer satisfaction survey and student focus groups. Based on information gathered from our dining customers, we know that food is the most important driver in their overall satisfaction. So no matter what, the food has to be good. Value and the availability of healthy menu options are two other factors that our customers have said are important to them. More specific fall 2011 survey information will be available in the spring semester.

In January, Dining Services will launch a new to-go line of food products in Union Square Food Court called *Fresh on the Go*. Reci-

pes for this program include some favorites

from our current grab 'n go menus as well as some soon-to-be new favorites developed by **Executive Chef Richard Reynolds**. New items include Spinach, Potato, and Cheese Fritata with Greens, Cheese Tortellini with Mushroom Sauce, and Ham and Cheese Torta. A segment of the *Fresh on the Go* program will feature items that are under 400 calories and \$4. These items will be branded as *A4dably Fit* and will include Asian Cucumber Salad, Tofu Egg-less Egg Salad, and Veggie Pasta with Italian Chicken to name a few.

Fresh on the Go menu

items will be made in our shops with wholesome, fresh ingredients. We think customers will appreciate this focus on the food. We also think they're going to love the value and new healthy options which make up *A4dably Fit*.

Also in January, **Chef Richard** and **Assistant Executive Director Kevin Craig** will each conduct a hands-on culinary class with a select group of dining employees. Participants will work to hone their culinary skills and exercise their creativity in the kitchen while preparing a meal as a team. This training will be a mystery basket style class. The ingredients will be available to both teams and each team will be responsible for creating a

The logo consists of the words "FRESH ON THE GO" in a bold, orange, sans-serif font. The text is enclosed within a hand-drawn style orange oval.The logo features the text "A4DABLY FIT" in a stylized, blocky font. The "A4" is orange, "DABLY" is blue, and "FIT" is green. The letters are interconnected, with the "4" being particularly large and central.

menu with two appetizers, two soups and/or salads, two entrees, and two desserts. Each team will have about six hours to complete the program with a presentation and dinner at the end.

The Student Opinion Survey (SOS) will take place in mid-February to early March. This SUNY-wide survey is conducted once every three years to gain feedback on a variety of student services, including dining, parking, transportation, and bookstore. It is from this survey that Dining Services has earned the #1 rating. Our goal is to achieve a score that is at or above our 2009 score.

The spring semester will be full of special events and promotions including a Greek Festival, Chocolate Fantasy, and the return of March Menu Madness in the dining halls. Retail promotions will continue to focus on providing value for our customers.

As we close the fall semester and get ready to start the spring semester, Dining Services will continue to focus on meeting our customers' needs through our focus on food, value, healthy options, facilities, and efficiency. Employees play an important part in these strategies. If you have suggestions of ways Dining Services could improve in these areas, please complete an Employee Suggestion Form available at basc1.org/employees.htm and return it to your manager.

NEWS & VIEWS

Halloween Hullabaloo



Happy Birthday!

The following employees will celebrate a birthday this winter:



December

Anna Hintz	Kristen Dempsey
Robert Jenks	Lisa DiClemente
Dave Johnson	Jackie Kronenberg
Bill Lemcke	Gina Maclaren
Linda Lotze	Lynn Lowery
Jessica Marks	Kevin Mosher
Sarah Olds	Allison Robbins
Patty Sorel	Mike "Smitty" Smith
John Spamer	Catherine Walters
Nathan Wirth	

January

Sheri Burnside	Jennifer Ashbaugh
Dan Cater	Nellie Devlin
Betty Drennen	Loretta Ettinger
Mark Kinsey	Margreth Hanshaw
Craig McClinic	Tasha Moyer
Neil Simpson	Richard Reynolds
Julie Seemueller	Brandon Schultz

February

Eric Bodine	Paul Brundage
Jeff Davidson	Brian Dwyer
Sean Foley	Kaitlyn Gnage
Diann Hughes	Dylan Mackaravitz
Chris McCauley	Linda Mitchell
Nicholas Paliani	Gail Pfeffer
Loreen Stetzel	Gary Stevens
Yvonne Van Skiver	

Entertainment Books

ON SALE

Now - December 9

Only \$21.66 at the Raye H. Conrad Welcome Center.

A limited number of Buffalo books are also available.
Only cash or check accepted. Make checks payable to Employee Benefit Fund.



Contribute to N & V's

Email your items to anna.hintz@basc1.org or kelly.bodine@basc1.org. You can also drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **February 15, 2012**. The *News & Views* is also available at www.basc1.org (select the employees link.)

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